
From: roudpaul@aol.com
Sent: Monday, February 23, 2009 12:21 PM
To: Williams, Catrice (DTC)
Subject: terrible phone service from Verizon

February 22, 2009

Dear Catrice Williams:

Since moving into my home on 26 Old Long Plain Road, Leverett, more than three years ago, I have experienced very significant problems with my phone lines.

Upon first moving in, I was shocked by the amount of static on both outgoing and incoming calls. It was difficult to hear people, and many callers would say that they couldn't cope with the discomfort caused by the static and so we would be forced to terminate the call. Initially, the phone company said it was a problem with my phone. I replaced the phone. When this did no good, I was told by Verizon that the problem was internal to my home. I hired an expert to investigate but they were certain that the issue was with the lines.

It was only after I spoke with many neighbors that I realized that everyone in "our neighborhood" experienced the same problems. When I called Verizon to tell them this, they then explained that the lines were old, and far from a "station" and that there was nothing that could be done.

Since that time, I have come to realize how unpredictable the problems are for myself and neighbors. Some times the phone might be fine but on other days, especially when the ground has been soaked by a good rain, I might not have any service at all.

The problems have been intermittent and unpredictable but the bottom line is that they have interfered with my ability to receive and make calls. The problem is compounded by the fact that cell phone service is very spotty at my residence. As a result, there are days when I am cut off from any telephone service. It is a problem for myself, my family, and my patients.

I have lived in many different places in Massachusetts, including some remote locations, and have never experienced anything even remotely resembling this type of problem with my phone. Somehow it doesn't seem right that our neighborhood should have had to suffer for so many years with inadequate phone lines and now to be denied high speed internet because the phone lines are inadequate. High speed internet has become a necessity in America and we hope that whatever needs to be done to make this a reality will happen.

Thank you.

Sincerely,

Paul Roud

Looking for work? [Get job alerts, employment information, career advice and job-seeking tools at AOL Find a Job.](#)